



GreenvilleWater

**MINUTES OF REGULAR MEETING
COMMISSIONERS OF PUBLIC WORKS
407 West Broad Street
Commission Room, Level Two
Greenville, South Carolina
June 2, 2015
8:15 a.m.**

Commissioners of Public Works in attendance:
Vice-Chairman James W. Bannister, Mayor Knox H. White and J. David Sudduth. Absent:
Chairman Phillip A. Kilgore and Debra M. Sofield. A quorum was present.

Greenville Water Staff in attendance:
Chief Executive Officer David H. Bereskin, Chief Operations Officer Dennis Porter, Chief Financial Officer Phil Robey, Director of Engineering Mike Sharpless, Director of Water Resources K.C. Price, Director of Business Services David Hughey, Controller Jondia Berry, Director of Information Technology Joe Beineke, Director of Human Resources Richard Posey, Communications Specialist Olivia Vassey, and Commission Attorney David Ward.

The Regular Meeting of the Commissioners of Public Works was called to order at 8:15 a.m. by the Vice-Chairman, Commissioner Bannister.

1. WELCOME

2. PUBLIC COMMENT

No comments were presented.

3. CONSENT AGENDA

Commissioner Bannister listed the items of the Consent Agenda which were the meeting minutes of May 5, 2015, the Water Resources Report and the Financial Update Report. There being no questions or comments, the items were deemed approved.

4. SOUTH CAROLINA TECHNOLOGY AND AVIATION CENTER

President and CEO of South Carolina Technology and Aviation Center (SCTAC) Jody Bryson presented an overview of the Center and Donaldson Field, the governance and the partnerships that make SCTAC a success. Mr. Bryson communicated SCTAC's appreciation for a long and successful partnership with Greenville Water.

5. CUSTOMER SERVICE TRAINING PRESENTATION

Chief Executive Officer David Bereskin introduced Customer Service Supervisor Kathy Reeder; sharing Ms. Reeder is currently pursuing a Bachelor's Degree through Greenville Water's Tuition Reimbursement Program. Ms. Reeder stated a well known fact that Customer Service is at the forefront of leaving a positive lasting impression of Greenville Water. This impression needs to drive home a good customer service experience. Ms. Reeder shared a recently completed training exercise for her staff and walk-in, drive-thru and call-in statistics. Customer Service staff members were encouraged to find "their personal" trouble areas. Quality, follow-through and follow-up were done well, but opening interaction, delivery of the message and closing interaction were lacking. Commissioner Sudduth questioned how these deficiencies were detected. Ms. Reeder answered through observation and self-diagnosis by the Customer Service Representatives (CSR). To move forward, an environment of openness and trust has been established and CSRs have been invited to give input. Personal growth and ownership is encouraged for a great Customer Service experience.

6. UPDATE PRESENTATION ON SCULPTURE AND OPEN SPACE FOR CAMPUS

Sculptor/Artist Doug Young presented three dimensional options for the Greenville Water Campus open-space area for Commissioners to view and discuss.

7. LEGISLATIVE UPDATE

Government Liaison Bob Knight updated Commissioners on the bills of interest in Columbia.

8. CHIEF EXECUTIVE REPORT

Mr. Bereskin reviewed upcoming events. Of special interest was the Annual Greenville Water Employee Biometrics to be held June 10 and 11. Mr. Bereskin announced he will be participating in a discussion panel for Upstate Forever who will be presenting "Who Owns the Water" at the Warehouse Theater at 7:00 pm on June 16.

Chief Operations Officer Dennis Porter and Mr. Bereskin will be in Edisto, SC June 18, 2015 for a Department of Health and Environmental Control (DHEC) and Department of Natural Resources (DNR) State Water Planning meeting. State water planning will now begin in the Edisto Basin. The State is continuing work on the Saluda Water Basin and has approved starting the Technical Review Committee. Director of Water Resources K.C. Price is one of the committee members. There are six members total, two from the water industry, two from energy and two from environmental groups. This committee is to help with the stakeholder process and vetting out the water planning model.


9. COMMISSION COMMENTS

Commissioner Bannister introduced Heather Nix from Upstate Forever who was invited to present at a future Commission Meeting to provide an update on a partnership between Upstate Forever and Greenville Water.

10. ADJOURNMENT

There being no further business, the meeting was adjourned at 9:15 a.m.


James W. Bannister, Vice-Chairman


Kimberly J. Haulter, Executive Assistant